

**THE IMPACT OF SURVEILLANCE TECHNOLOGY ON
ORGANIZATIONAL PERFORMANCE
A CASE OF SEYLAN BANK BRANCHES AT COLOMBO
GREATER COLOMBO AREA**

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ABSTRACT

Banking industries in Sri Lanka play a vital role in the country by providing financial assistance to other industries, employment generation and product & process innovation, contributing to the growth of GDP and stimulating other economic activities in the national economy.

Most of the service organizations are trying to speed up the process of delivering new products and services to their customers and are increasingly discovering the coordination among marketing, engineering, distribution. Technology is often considered as a determinant factor of the competitiveness of service industry even in the banking industry.

In organization level technology can be divided into two parts namely core technology and utilities. Core technology is the technology embedded in the main product or services whilst utilities need to support the business process. Surveillance technology is one of the most important technologies when the banking industry concerned.

In this case study, an attempt has been made to study the impact of surveillance technology on organizational performance. It was hypothesized that there is a relationship with surveillance technology and organizational performance under the conceptual model developed by the researcher. The research was carried out using the structured questionnaire developed to measure impact of surveillance technology using balance score card. Thirty three Seal Bank branches in the Colombo and greater Colombo area were surveyed covering the entire population in that area. The hypothesis was well supported by the findings showing a regression relationship between organizational performance and surveillance technology.